

# Texas Woman's University

## Library Policy Manual

<b>Policy Name:</b>	<b>Interlibrary Loan and Document Delivery Policy</b>
<b>Last Library Review:</b>	<b>February 2023</b>
<b>Next Library Review:</b>	<b>February 2024</b>

**Purpose:** The purpose of this policy is to define the basic guidelines for persons who use Texas Woman's University (TWU) Libraries Interlibrary Loan (ILL) services with regard to borrowing materials from and lending materials to other libraries. It also addresses library document delivery services, returns, registration, fees, and copyright restrictions (Title 17, United States Code).

**Note:** *Access, availability, usage, and occupancy limits may be changed in accordance with University guidelines regarding health and safety.*

### Definitions:

**Interlibrary** – transactions between libraries on behalf of library users

**Borrow** – requesting the use of library materials/resources from other libraries

**Lend** – lending library materials/resources to other libraries

**ILLiad** – online system used for Interlibrary loan services

**Document Delivery** – delivery of materials/resources through electronic means

### Policy:

1. Interlibrary Loan (ILL) offers TWU students, faculty, and staff the privilege of borrowing materials and resources, not owned by the TWU Libraries, from other libraries. Guest users must use ILL through their own public, academic, school, or special libraries.
2. The library's *ILLiad* online system is used to place requests, track delivery status, verify due dates, receive electronic documents, and communicate with the TWU Libraries Interlibrary Loan staff. Each user creates their own account using their official TWU name, ID number, and email address.
3. ILL materials are obtained, whenever possible, at no cost to the users.
4. TWU Libraries provide TWU faculty, students, and staff with free electronic document delivery of journal articles from its print journal and microform collections. Delivery of digital resources not owned by TWU Libraries is governed by licensing agreements.
5. Borrowers have privileges to check out as many materials as needed (per TWU checkout guidelines) for a specified period of time, based upon the lending library's guidelines.
6. Items from other TWU Libraries may be placed on hold through individual online library accounts (not *ILLiad*) for delivery.
7. Fines and fees for late returns of physical items will be charged to all ILL users according to TWU library rates. See <https://twu.edu/library/services/circulation-services/blocks-fines-and-fees/>.
8. Electronically-delivered ILL materials do not need to be returned.

9. Fines and fees for lost or damaged ILL physical materials is determined by the lending library and may include late assessment fees. All ILL users are charged for lost or damaged materials.
10. All physical ILL materials are covered with a band that indicates details of the transaction between the libraries and includes item due dates. These bands are not to be removed by users.
11. Users are responsible for paying for the return postage of physical materials if not returned to an information desk.
12. Most ILL physical items are non-renewable. Contact ILL staff at [ill@twu.edu](mailto:ill@twu.edu) if consideration for an exception is needed.
13. Interlibrary loan physical materials may be returned at any of the Information Desks at the three campus libraries. They should not be returned to the book drops.
14. Certain types of materials are not available via ILL such as rare materials and other fragile or bulky items. For a complete listing, see <https://twu.edu/library/services/interlibrary-loan/how-to-request-materials-from-interlibrary-loan/>.
15. The TWU Libraries loan materials to domestic libraries, including U.S. territories.
16. Libraries wishing to borrow materials from the TWU Libraries' collections must submit requests via the OCLC system, DOCLINE system (from National Library of Medicine), email, or U.S. mail.
17. Specific lending guidelines can be found at: <https://twu.edu/library/services/interlibrary-loan/lending-to-other-libraries/>.
18. The TWU Libraries follow all copyright laws of the United States (Title 17, United States Code) regarding the use of photocopies for copyrighted materials. As such, the libraries reserve the right to refuse a copying request if, in its judgment, fulfillment of the request would involve a violation of copyright law.
19. The TWU Libraries reserve the right to change its Interlibrary Loan guidelines at any time.

**Review:**

The Library's Policy Work Group will review this policy with recommendations forwarded through normal administrative channels to the Dean of Libraries.